

Reporting Problems on Rights of Way.

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DO YOU KNOW HOW TO REPORT A PROBLEM ON THE RIGHTS OF WAY NETWORK?

On average, the Outdoor Partnerships Team receive 976 reported issues annually on the Public Rights of Way network. This can range from a broken stile, overgrowth, obstructions and mud!! This means that it is important that they are recorded correctly. It also means that individual feedback on all issues is not always possible.

To ensure that any issues relating to the Public Rights of Way network are effectively recorded and are then able to be tracked it is preferable that they are either:

Emailed directly to outdoor.recreation@shropshire.gov.uk or reported via the Council's webpage <http://shropshire.gov.uk/outdoor-partnerships/report-a-rights-of-way-issue/>

This means that they get recorded on our letters log and if necessary on our database, together with the appropriate dates and details of which member of the team they have been allocated to.

If you email our generic email (as detailed above) you should receive the following message:



Thank you for contacting the Outdoor Partnerships Service. Your correspondence has been received.

If you have requested a reply, or we require additional information, we aim to respond within the next 10 working days.

If this is a request for information under the Freedom of Information Act please email information.request@shropshire.gov.uk

Kind Regards,
Outdoor Partnerships
Shropshire Council
The Shirehall, Abbey Foregate
Shrewsbury
Shropshire SY2 6ND
Email: Outdoor.Recreation@shropshire.gov.uk
Tel: 0345 678 9000

Please note that unless you have specifically requested a reply or we require additional information we will not contact you further.

Issues can also be reported via the Councils General Enquiries and these also get logged appropriately. Tel: 03456789000.

Unfortunately due to the sheer volume of issues reported and the resources available they have to be prioritised. Therefore some issues may not get dealt with for a considerable time whilst others have to be dealt with fairly urgently particularly if they present a health and safety risk.

Once an issue is being investigated the Officer will attempt to keep all parties informed but this is not always possible again due to the sheer volume of issues they may be dealing with.

The service is looking at ways to improve reporting but in the meantime if the preferential reporting methods detailed above could be used that would be most appreciated.

It would also assist if you could provide the route code of the path with the issue. These can be found on the Councils Website which has the working copy of the Definitive Map of Public Rights of Way.

Click on www.shropshire.gov.uk and right at the bottom of the homepage, you will see a “Maps” button and if you click on this, it will take you to a page of maps where you need to click on the “Outdoor Recreation Map”.

On the left-hand side of the screen, please click on the little arrow next to “Outdoor Recreation Layers” which will then show a drop-down list and please tick the “Shropshire Rights of Way” box. Then, in the search box, type in your location and once you’ve found the correct route, please click on it and it should bring up the Route Code.

